



City of South Pasadena
Finance Department
1414 Mission Street
South Pasadena, CA 91030
(626) 403-7250

How residential rubbish services (solid waste) billing transition to Athens Services on January 1, 2018 will impact your utility billing statements

As of January 1st, 2018, the City of South Pasadena (City) transferred the billing of residential rubbish services directly to Athens Services. Prior to that date, the City's billing contractor, Global Water provided the billing for water, sewer, and residential rubbish services. As of January 1st, 2018, Global Water will provide billing of citywide water and sewer bi-monthly for two months of prior service. Athens Services will also send you quarterly utility billing statements for rubbish services *in advance* of service. Please note that you will NOT be double billed for rubbish services. You may have questions about what this residential rubbish billing change means to you. Over the next several months, the City will make every effort to ensure that you continue to be informed about this residential rubbish services billing change and how it impacts your utility billing statements.

Answers to your Frequently Asked Questions (FAQs)

Why is the City transferring billing of residential rubbish services to Athens Services?



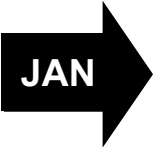


Athens Services has an exclusive franchise as the City's rubbish services provider and currently provides all City rubbish services and currently bills commercial accounts. This transfer of residential rubbish services billing to Athens Services will create greater utility billing statement transparency, facilitate enhanced customer relationships, as well as streamline utility billing statement processes.

When will I receive my first utility billing statement from Athens Services?

As of January 1st, 2018, Athens Services will provide residential rubbish services billing for the City. You will receive your first utility billing statement from Athens Services in late January 2018. You will notice that your bi-monthly utility billing statements from the City in January and February will contain rubbish services charges. Those rubbish services charges are for the two-month billing cycle of *prior* services. Please note that you will NOT be double billed for rubbish services.

What exactly will I be billed for on my Athens Services utility billing statement?

You will be billed for the same level of rubbish services for which you are currently being billed through the City. This is unless, of course, you make a change to the level of rubbish services you wish to receive from Athens Services. Please note that moving forward, you will be billed quarterly and *in advance* of service by Athens Services. Historically, the City billed you bi-monthly for two months of *prior* rubbish services. Again, you will NOT be double billed for rubbish services. Below is a graphic comparison of the two billing cycles for easier explanation.

| Your FINAL rubbish services billing statement from City of South Pasadena | | Your FIRST rubbish services billing statement from Athens Services | | |
|---|---|---|--|---|
| <i>Bi-monthly billing cycle, in arrears</i> | | <i>Quarterly billing cycle, in advance</i> | | |
| Month 1 | Month 2 | Month 1 | Month 2 | Month 3 |
|  |  |  |  |  |

Why is my utility billing statement from Athens Services higher for rubbish services?

Athens Services uses a billing system that sends utility billing statements quarterly (three months) and *in advance* of for that billing period. Conversely, the City sends utility billing statements bi-monthly for two months of *prior* service. The City of South Pasadena will prorate invoices when necessary through December 31, 2017, so you may still receive a partial prorated fee on your utility billing statement from the City. To be clear, you will NOT be double billed for rubbish services.

What is the due date for my utility billing statement from Athens Services?

Please be aware that Athens Services requires payment on billing statements within 30 days of statement receipt. If your payment is not received within 90 days from the utility billing statement due date, Athens Services will be required to stop rubbish services at your residential address until your Athens Services account is paid in full. If necessary, please call Athens Services to make payment arrangements. Payments can be made through a variety of options: 1) Drop it in the mail by using the pre-addressed envelope included with your utility billing statement from Athens Services; 2) Use the paperless billing option on Athens Services' website; and, 3) Call Athens Services directly at 888-336-6100, on Monday through Friday from 7:00 a.m. to 5:00 p.m., and on Saturday from 7:00 a.m. to noon.

Are there any payment plans available to residents?

To facilitate an easier rubbish services billing change transition for residents, both Global Water (the City-contracted billing service for water and sewer) and Athens Services offer payment plans. Please contact both companies directly for more information on available options. You may reach Athens Services at (888) 336-6100 or Global Water at (855) 518-4012.

How do I contact Athens Services?

Athens Services' customer service department will gladly answer any questions you may have to clarify your new Athens Services' utility billing statement. Call Athens Services directly at 888-336-6100, Monday through Friday from 7:00 a.m. to 5:00 p.m., and Saturday from 7:00 a.m. to noon. You may also contact Athens Services through online at www.AthensServices.com and use the "Request Services" form.

Do I have to change the number of rubbish bins at my residential property?

No, the number of standard, backyard rubbish services barrels will remain the same. If you are using barrel service, you must purchase your own rubbish services receptacles. You are allowed up to seven 32-45 gallon bins.

Do I have to contact Athens Services to set up my rubbish services?

No, only new customers or customers who wish to close their accounts will be required to contact Athens Services. As of January 1st, 2018, Athens Services will have all active rubbish services account information and begin to bill accordingly.

If information on my first utility billing statement from Athens Services is incorrect, what do I do?

The active rubbish services account information that Athens Services receives from the City might be out-of-date and in need of updating. Athens Services' customer service department will be able to assist you with any and all account changes. Please call Athens Services' customer service department directly at 888-336-6100, Monday through Friday from 7:00 a.m. to 5:00 p.m., and Saturday from 7:00 a.m. to noon.

If I need to open or close my account(s), what do I do?

If you are new, moving, or transferring your utility billing statement for rubbish services to a different name, please contact Athens Services directly. Athens Services may be reached at 888-336-6100, from 7:00 a.m. to 5:00 p.m. Monday through Friday, and 7:00 a.m. to noon on Saturday. To open or close

a water account, or to transfer the name on an existing account, please contact Global Water directly at 855-518-4012, from 8:00 a.m. to 5:30 p.m., Monday through Thursday, and 8:00 a.m. to 4:00 p.m. on Friday.

If my property is under construction, are there any residential rubbish services exemptions?

The City of South Pasadena offers temporary residential rubbish services exemptions if you have active construction permits issued by the City's Planning and Building Departments. The rubbish services fees will be exempt for the length of the construction. Unfortunately, the City offers no exemptions for water fees.

What is Athens Services' holiday schedule for residential rubbish services?

Athens Services observes the following SIX holidays: New Year's Day, Independence Day, Thanksgiving Day, Memorial Day, Labor Day, and Christmas Day. When any one of these holidays falls on a weekday, residential rubbish services collection shall be postponed one collection day for each remaining weekday.